STATE OF IOWA DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURES		Policy Number IO-SC-33	Applicability ☒ DOC ☐ CBC
		Policy Code Confidential	Iowa Code Reference N/A
Chapter 3 INSTITUTIONAL OPERATIONS	Sub Chapter SECURITY AND CONTROL	Related DOC Policies IO-SC-20	Administrative Code Reference N/A
Subject COMMUNICATION SYSTEMS (TELEPHONE, RADIO, INTERCOM, INSTITUTIONAL CELL PHONES)		ACA Standards 4-4217	Responsibility Diann Wilder-Tomlinson Sheryl Dahm
		Effective Date July 2015	Authority Jerry Bartruff Director Signature on file at Iowa DOC

I.   PURPOSE

To describe guidelines for radio usage and other forms of communication systems used by the Iowa Department of Corrections (IDOC) and to ensure proper radio communications for routine and emergency use, and maintain this system in a secure manner that preserves the security and safety of the IDOC.

II.   POLICY

The Iowa Department of Corrections is committed to using the VHF interoperability system. Hand-held radios are issued only for staff to use in these situations and to enhance their daily communication. IDOC uses various forms of communication technology.

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A.   Telephone Systems

B.   Radio Systems

C.   Intercom Systems

D.   Institutional Cell Phones

III.   DEFINITIONS - See IDOC Policy **AD-GA-16** for Definitions.

IV.   PROCEDURES

All communication shall be conducted professionally and succinctly.

A.   Telephone Systems

    1.   Telephone access shall be provided at each institution. Institutions may elect to use automated systems; however, direct access to a live person to address specific inquiries shall be available at all times.

    2.   Institutional procedures will address staff call-ins. See Policy, **IO-SC-20**, Shift Operations.

    3.   Institutional procedures shall govern the following:

        a.   Telephones that can receive direct calls or otherwise go through Master Control and/or another reception location.

        b.   Approval level for accepting personal calls.

        c.   Procedures addressing emergency telephone calls.

B.   Radio Systems

    1.   Radio systems shall be governed by institutional procedures that outline the following:

        a.   Availability at posts or individually assigned.

        b.   Location and documentation of radios issued.

        c.   Designation of channels for routine and emergency communication.

   d.   Radio traffic and type of communication.

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e. Two way radio or radio talk groups **(4-4217)**

2. Employees assigned radio equipment are responsible for care and handling. Lost, stolen or abused radio equipment shall be the responsibility of the assigned employee to pay for repair or replacement.

3. Radios shall not be used in place of telephone communication under routine operating conditions.

4. Radio Channel Assignments shall be set to the channels based on their institutional design.

5. All radio equipment, when not in use, shall be secured in areas not accessible by offenders.

███████████████████████████████████████

7. Proper radio procedures shall be used at all times:

   a. Use plain language when speaking on the radio.

   b. References to confidential security procedures shall not be transmitted.

c. Approved Phonetic Alphabets or if facilities using actual names do not have to use the Phonetic Alphabet. This will be outlined in institutional procedures.

A	Adam	N	Nora		A	Alpha	N	November
B	Boy	O	Ocean		B	Bravo	O	Oscar
C	Charlie	P	Paul		C	Charlie	P	Papa
D	David	Q	Queen		D	Delta	Q	Quebec
E	Edward	R	Robert		E	Echo	R	Romeo
F	Frank	S	Sam		F	Foxtrot	S	Sierra
G	George	T	Tom		G	Golf	T	Tango
H	Henry	U	Union		H	Hotel	U	Uniform
I	Ida	V	Victor		I	India	V	Victor
J	John	W	William		J	Juliet	W	Whiskey
K	King	X	X-ray		K	Kilo	X	X-ray
L	Lincoln	Y	Young		L	Lima	Y	Yankee
M	Mary	Z	Zebra		M	Mike	Z	Zulu

8. Master Control/Vehicle Radios

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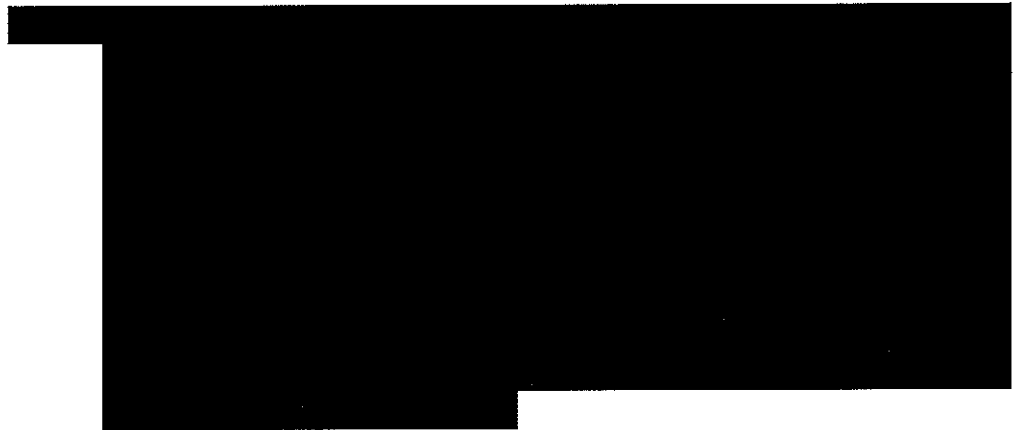
9. Radio Etiquette

    a. It should be remembered the conversation can be heard by offenders since the transmission goes to the holder of every radio.

    b. Confidential messages should be conveyed by the telephone. The public monitors conversations via scanners. ████████

    c. Staff shall be professional and language that may be found offensive shall not be used. It is important to remember our public image when we use radios.

C. Intercom Systems

Intercom call systems and Public Address System, if available, shall be governed by institutional procedures including the following:

1. Call-in points

2. Emergency response

D. Institutional Cell Phones

Institutional procedures shall outline the use of institutional cell phones for staff to use during offender transport.